

Case Study 3

Modern ITSM for a North African Central Bank

Client Name	Anonymous (disclosed under NDA)
Client Industry	Central bank / national monetary authority, North Africa (government entity)
Region	North Africa
Services Provided	ITSM implementation, training & knowledge transfer
Engagement	50-day cloud implementation

PAIN POINT / PROBLEM

Operating in a highly regulated environment, the bank's IT services were requested and tracked through informal, manual channels. There was no standardized service catalog, no SLA tracking, no self-service capability, and limited operational reporting — making it difficult to support employees and authorized representatives while meeting strict governance and regulatory requirements.

OUR PROPOSED SOLUTION

VIDSCOLA delivered a cloud-based Atlassian service management solution together with an Atlassian knowledge management license and an Atlassian security and access-governance license. The engagement covered a standardized service catalog, a self-service portal, SLA definition and tracking, asset management with a centralized CMDB, automation rules to remove repetitive manual work, operational dashboards, and integrations with the bank's monitoring tools — all delivered under strict confidentiality and regulatory controls, with full training and knowledge transfer.

SOLUTION IMPACT

- Decreased average ticket resolution time by approximately **45%** through structured workflows and automation.
- Achieved over **95%** SLA compliance within the first quarter after go-live.
- Deflected around **30%** of routine requests to the self-service portal and knowledge base.
- Established a centralized CMDB and audit-ready reporting aligned with regulatory governance requirements.

~45%
faster ticket resolution

95%+
SLA compliance

~30%
self-service deflection